

conduct of a CSNA. The DSB contracts with the CRPs to provide specific services for DSB clients and therefore should be included in the CSNA. The DNs address the needs of people with disabilities who seek training and employment opportunities through the One-Stop Career Center system established under the Workforce Investment Act (WIA) of 1998. The DN provides expertise and serves as a resource person to the workforce investment system and persons with disabilities, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability and blindness beneficiaries (Holbomb & Barnow, 2004)

The survey questions were developed in collaboration with DSB executive leadership and the SRC. All of the surveys were available on line via SurveyMonkey (<http://www.surveymonkey.com>). Accessibility was checked in two ways. First, SurveyMonkey reports accessibility considerations in its development (SurveyMonkey, n.d.) and it has been used in other surveys for persons with disabilities (Cubero, 2009; Fulks, 2007). Second, it was field tested for possible problems by the DSB executive leadership and persons who use screen reading or magnification software. One problem encountered by a JAWS user (repetition of Likert scales and the question) was reported and addressed by SurveyMonkey.

**NCDSB Client Survey.** A sampling of current and closed cases from FY 09 and the first and second quarters of FY10 were selected. In order to reach clients who were unserved or underserved, we over sampled clients closed 08, which we considered as unserved, and those closed in statuses 28 and 30, which we considered as underserved. Clients were mailed two letters from the DSB director: an initial invitation and a follow-up letter (see Appendix B). Clients were offered three choices to respond to the survey: request an electronic copy, which was a link to SurveyMonkey; request a paper copy; or have the survey read to the client over the phone with a scribe to record the responses. The responses from clients who chose either of the latter two options were entered manually into SurveyMonkey by a research assistant. The survey asks about the client's experiences with DSB, services received, suggestions; complaints, and basic demographic information. As an incentive, those clients who completed the